



## Uploading New Patient Records Securely- For Patients

### A Few important things to know before your login initially:

1. You need to create a separate account (not the same as your clinical portal log-in information).
2. Please do not use your phone for medical records upload.
3. Files should be uploaded as .pdf (.jpeg files will not upload successfully).
4. Chrome is the best internet browser for this process.

### Creating a User Account or Registering a New Account:

1. Navigate to: <https://nysft.ccrmny.com/bds/Login.do>
2. Click on Register on the right side of the window if you have never created an account
  - a. If you have an account already, skip down to step #5

The screenshot shows the login page for CCRM. At the top is the CCRM logo. Below it is a message: "For security reasons, your session has expired." The main heading is "Please enter your username and password to sign in". Below this are instructions: "Patients: You do not need to enter a Domain. Employees: Please include domain when logging in". There are three input fields: "Username", "Password", and "Domain". A checkbox labeled "Remember my username" is below the "Domain" field. A blue "Sign in" button is at the bottom left. On the right side, there is a "Register" link circled in red, with the text "If you don't have a username, register here." Below it is a "Learn More" link with the text "Tell me more about Biscom SFT."

3. Fill in the Required Fields, accept the terms of service and click Register

The screenshot shows the registration form. It has several required fields marked with an asterisk: "Email address\*", "Confirm email address\*", "Name" (with sub-fields for "First name", "Middle name", and "Last name"), "Display as\*", "Password\*", and "Confirm password\*". There is a "Terms of service" section with a scrollable text area containing a confidentiality notice. Below the terms of service is a checkbox labeled "I accept the terms of service" which is circled in red. Below that is a "\* Required fields" label and a blue "Register" button, also circled in red. A red bracket on the right side of the form groups the "Last name" field and the "I accept the terms of service" checkbox.

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4. Once your account is created you should be taken to the login page:  
<https://nysft.ccrmny.com/bds/Login.do>
  - a. Enter your User Name and Password information you have setup
  - b. You do not need to enter a "Domain"**

Please enter your username and password to sign in  
**Patients:** You do not need to enter a Domain. **Employees:** Please include domain when logging in

Username  
Admin

Password  
.....

Domain

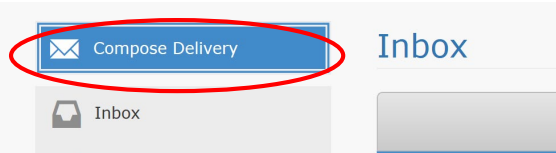
Remember my username

Sign in

**Register**  
If you don't have a username, register [here](#).

**Learn More**  
Tell me more about [Biscom SFT](#).

5. Once you've logged in, click on "Compose Delivery"



6. Enter a Subject, fill in the details in the message body, and then click on "Attach Files"

To

Subject

Secure message

Please include your primary location in the subject line above (Lone Tree, Avista, or Rose Office) and fill in the information below

**Name:**

**DOB:**

**Physician:**

**Description of attached records:**

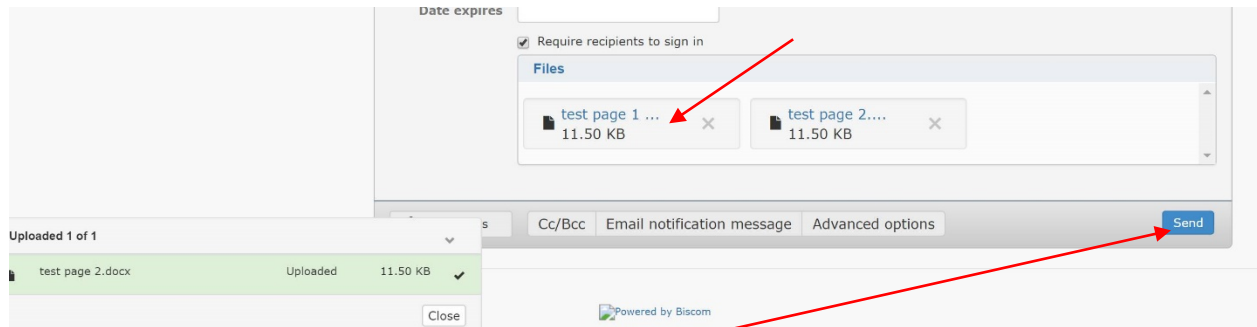
Date expires

Require recipients to sign in

Attach files Cc/Bcc Email notification message Advanced options Send

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7. Find the document(s) you wish to send on your computer. **You can select up to three at a time.**
  - a. Double-click to attach and wait for the files to load. Confirm that the document(s) have uploaded and now show under “Files”



8. When you have attached the files, click “Send”
9. The system will confirm that your message was sent. Click “Back” to review the details

Delivery created!

The package was delivered successfully.